

US CUSTOMS:

All mail entering the United States is subject to customs examination, except as specified below. All letters and parcels containing merchandise must have a completed customs declaration attached. You must identify each item inside the box (i.e. leather coat, \$ 200.00). As a general rule, use the large white customs label, PS Form 2976-A for large parcel, and the green label, PS Form 2976 on smaller articles. PS Form 2976-A will be completed for all overseas destination to includes MPOs.

NOTE: YOU MUST ITEMIZE THE CONTENTS ON ALL CUSTOMS FORM, EVEN WHEN EXEMPTION BELOW APPLY

BONA FIDE GIFTS NOT EXCEEDING \$100.00 IN VALUE:

Duty free entry of gifts is limited to \$100.00 in value per day to any individual. Mark as "BONA FIDE GIFT" in addition to itemizing the contents. Several gifts to different persons may be mailed in one parcel.

U.S. MERCHANDISE:

Articles that are produced or manufactured in the US and which after having been exported have not advanced in value or improved in condition may be mailed to back to the US free of customs duty. Mark parcels "RETURNED U.S. MERCHANDISE".

PERSONAL AND HOUSEHOLD EFFECTS:

Personal and household effects of individuals returning to the U.S. under government orders may be exempt from customs duty. Attach a copy of the orders to the outside of the parcel. Endorse "FREE ENTRY CLAIMED UNDER PUBLIC LAW 89-436, MOVEMENT ORDERS ATTACHED".

MAIL COLLECTION BOXES:

Mail pick up on collection boxes are done daily except Sundays and Holidays.

- Drive-Up Box - Across Street from Post Office Main Entrance
- Post Office PSC Lobby

PHONE NUMBERS:

Customer Service.....784-1014
Postmaster.....784-2315
Section Chief784-9894
NCOIC, Operations.....784-1014
COPE.....784-1014
Official Mail Section.....784-3983

E-MAIL ADDRESS:

51FSS.FSVP.OsanPostOffice@us.af.mil

INTER/INTRA-THEATER DELIVERY SYSTEM (IDS or commonly known as "MPS") CORRESPONDENCE:

IDS is a significant quality of life service. Under the IDS, MPS provides postage-free delivery of official, personal, organizational and commercial correspondence and parcels that do not enter the USPS network within the United States, its territories, or possessions. To use the IDS, both the sender and addressee must be authorized to use the MPS, and in lieu of postage, the block letters "MPS" must be marked on the envelope or parcel. Special USPS services (e.g., insurance, registry, etc.) are not authorized with personal use IDS. Patrons must pay postage and additional fees for these services. Official mail may utilize registered/certified mail accountable procedures for tracking purposes only. Any material that is prohibited from being mailed is likewise prohibited from being accepted in the IDS.

Use of IDS for transport of personal property in connection with PCS/TDY moves, is prohibited, with the exception of uniforms and personal gear required to perform official duties at next duty station.

IDS correspondence or parcels are not to be referred to as "mail" or "parcel post," nor associated with any USPS accountable mail systems or services. Correspondence or parcels cannot be sent to any non-military address. IDS correspondence has the same requirements and restrictions as mail.

Military exchanges, as authorized users of the MPS, may use IDS for direct-to-individual customer merchandise shipments ONLY. IDS will not be used for shipments to either re-stock or transfer goods between exchange activities, auto parts stores, book stores, etc.

Sending or receiving items through the IDS to advertise home businesses, to sell merchandise, or to conduct business or for commercial purposes is prohibited. This resale prohibition applies whether sale is to authorized MPS users or not, and regardless of the beneficiary of the proceeds; i.e., charitable organizations or non-appropriated welfare fund activities.

Undeliverable IDS will be provided directory service. However, IDS correspondence cannot be forwarded to a stateside address but will be returned to sender. If return address is not available, IDS correspondence will be sent to the MAJCOM Dead Letter Office.

MAIL LOSS COMPLAINT:



WELCOME TO THE MUSTANGS



Osan Post Office
APO AP 96266
Customer Service Pamphlet

The 51st Force Support Squadron Post Office, Osan Air Base, Republic of Korea is an extension of the U.S. Postal Service (USPS) and operating according to the criteria and scope established in the DoD 4525.6-M, DoD Postal Manual, PACAFMAN 33-301, Pacific Air Forces Postal Manual, DoD 4525.8-M/AF Supplement, DoD Official Mail Manual, USPS Domestic Mail Manual, and the USPS International Mail Manual. To provide quality postal service to the Wolfpack community and ensure timely and efficient mail distribution to its customers.

*******PLEASE CHECK YOUR MAILBOX DAILY*******

AUTHORIZED MPS USERS:

According to the SOFA agreement, "The United States may establish and operate, within the facilities and areas in use by the United States armed forces, United States military post offices for the use of the members of the United States armed forces, and civilian component, and their dependents, for the transmission of mail between United States military post offices in the Republic of Korea and between such military post office and other United States post offices. **"Civilian component"** means the civilians persons of the United States nationality who are in the employ of, serving with, or accompanying the United States armed forces in the Republic of Korea, but **[EXCLUDES]** persons who are ordinarily resident in the Republic of Korea." In addition, according to DoD 4525.6M, DoD Postal Manual, AP1.3.1. **only "Active duty members of the Armed Forces and their "command-sponsored family members" are authorized MPS users.** Mail addressed to a non-command sponsored dependent will be returned to sender.

HOURS OF OPERATIONS

MONDAY – FRIDAY	
Finance	1000 – 1700
Official Mail Section	1000 – 1530
In-Out Processing	1000 – 1700
PSC Window	1000 – 1800
Registry Cage	1000 – 1600
SATURDAY	
Finance	1000 – 1400
PSC Window	1000 – 1400
<u>ALL OTHER SECTIONS CLOSED</u>	

*******CLOSED ON SUNDAYS AND ALL US HOLIDAYS*******

ADDRESS FORMAT:

NAME
PSC 3 BOX ****
APO AP 96266-xxxx

****NOTE** DO NOT use South Korea anywhere on the address.**

COMMERCIAL/INTERNATIONAL ADDRESS:

NAME
PSC 3, Box #
OSAN AIR BASE
SHIN JANG DONG, PYONGTAEK-SI, KYONGGI-DO
REPUBLIC OF KOREA, 17759

FORWARD OR HOLD MAIL:

Fill out DD Form 2258, Temporary Disposition of Mail, at the PSC window or in/out-processing section for TDY and/or leave for more than 7 days. Upon your return, please check your mailbox and retrieve all package slips/notifications **BEFORE** coming to the PSC window. Inform the Post Office of your return. It is the service member's responsibility to inform the Post Office of their status. Failure to notify the Post Office can cause mail delivery problems. The Post Office will not attempt to locate individuals who do not claim their mail.

MAIL DESIGNATION:

Authorized MPS users may designate another person to pick up his/her mail by filling out a PS Form 3801, Standing Delivery Order, but customers must only designate others by virtue of their own status to receive their mail. Authorized agents must be kept to a minimum. Customers should not use this system for the convenience of not retrieving their own mail. The PS Form 3801 must be completed and signed by all parties in the presence of a mail clerk.

UNIT CARE PACKAGES OR MAIL OF OFFICIAL NATURE:

Unit or squadron care packages and merchandise purchased with government funds shall not be addressed to a personal mail box. These items may end up being returned to sender without notice to the intended recipient. Use your unit's official mailing address for the items. See below for correct official mail address.

Squadron/Office Symbol
Attn: Rank and POC's name
Unit #, Bldg #
APO AP 96278

Example Address:

51 FSS/FSVP
Attn: SSgt John Smith
Unit 2065, Bldg 937
APO AP 96278-2065

APPROXIMATE MAIL TRANSIT TIMES:

INCOMING MAIL

Express Mail: 3 - 6 days
Priority Mail: 7-10 days
Parcel Post (SAM) Mail: 6 - 8 weeks

OUTGOING MAIL

Express Mail: 3 - 5 days (depending on destination)
Priority Mail: 7-10 days
Parcel Post (SAM) Mail: 2-8 weeks

PROHIBITED ITEMS FOR MAILING:

Many items may not be shipped, and an attempt to ship them or falsify a customs form may result in confiscations, fines, and other penalties. A list of items ineligible for shipping are below, but this list is not all-inclusive. Check with the post office before shipping of any questionable/restricted/prohibited items.

Hazardous materials cannot be shipped. If a material or substance can cause harm to someone or something, it can be considered a hazardous material. This includes many common household and consumer products.

Some examples of commonly-used items restricted or considered hazardous under USPS regulations include:

- **Alcoholic beverages**
- **Drugs**
- **Pornography**
- **Weapons**
- **Ammunition**
- **Perfumes**
- **Nail polish**
- **Flea collars or flea sprays**
- **Aerosols**
- **Matches**
- **Batteries**
- **Mercury thermometers**
- **Cleaning supplies**
- **Glues**

Reusing boxes or packing is acceptable **ONLY** when all markings and labels have been removed or completely marked out so they cannot be read.

SPONSORSHIP:

To request a mailbox, incoming individual must be within 90 of their RNLTD. Newcomer's sponsor must request the mailbox in person at the Customer Service window with a copy of newcomer's PCS orders. Civilian government employees must provide a Verification of Employment issued by the local Civilian Personnel Office and Contractors need to provide a copy of contract or support agreement. Incoming personnel can utilize General Delivery (GD) address below. However, GD will be held no more than 30 days after the date of mail arrival.

NAME
PSC 3, GENERAL DELIVERY
APO AP 96266

VOLUNTEER OPPORTUNITIES:

Please call 784-1014 to receive information regarding volunteering at your Osan Post Office.